

Appendix 3: Email from DWP press office which led to the decision to distribute the press release

Hi [REDACTED] / [REDACTED],

Following our conversations, please find attached the fraud recess story re **top ten excuses**.

As discussed, the original release attached refers to civil penalties as we understand Ministers are keen to promote this new measure, using the newshook of the top ten excuses. However, fraud strategy are concerned about conflating civil penalties which is customer error with wider fraud.

As an alternative, we have drafted a release based on some recent fraud prosecution cases which also mentions the top ten excuses. Without the newshook, press office advisers this is more likely to run as a softer feature, rather than a straight news announcement.

Please could you let me know if Ministers are happy to run the civil penalties story at this time?

Many thanks.

[REDACTED]